

**Arizona State Treasurer's Office
Online Investment Account
Computer Support Agreement**

I. This Agreement is between you and the Arizona State Treasurer's Office ("Treasury").

II. Purpose.

The purpose of this Agreement is to clarify the terms and conditions of computer support provided by the Treasury to Participants who elect to utilize online account access to their investment accounts ("On-line Features") held by the Treasury. Acceptance of this agreement is required prior to any use of the On-line Features. Continued utilization of On-line Features constitutes continuing acceptance of this agreement.

III. Minimum Requirements.

In order to access the On-line Features, the Participant agrees to utilize their own computer equipment that conforms to the following minimum standards:

A PC running Microsoft Windows 2000 SP4 or XP SP2 or higher
256MB RAM
Internet Access
Microsoft Internet Explorer 5.5 or higher
Java Runtime Edition JRE Version 1.5

While it is technically possible to access the On-line Features from a Macintosh computer, or to utilize Netscape, Mosaic, Opera, or other Internet browser software, Treasury will not provide support to Participants who wish to utilize alternative configurations.

IV. Support Availability.

Treasury agrees to provide computer support to the Participant in order to facilitate Participant's use of the On-line Features. Support can be requested by calling the Treasury at (602) 604-7800. Computer Support is available on business days during normal business hours, (Monday through Friday, 8am to 5pm Arizona time), excluding holidays.

V. Point of Contact.

For purposes of providing computer support under this agreement, the authorized individuals denoted by the participant on the IPAS authorization form are designated as the point of contact ("POC") for technical support.

VI. Access Point

In order to provide participants with appropriate levels of security, it is necessary for the Treasury to open access to the IPAS server to IP addresses specifically used by participants. In order to do this, it is necessary for us to collect the IP address (or range) from which access to the On-Line system will be initiated. This information will only be used by the ASTO to populate the Access Control List and similar security components in our system.

IP Address _____

VII. Responsibility of Participant.

1. Participant agrees to maintain all computer hardware and equipment that is used in accessing On-line features. Participant is responsible for any backup or recovery planning and for any and all data stored on their equipment.
2. Participant is responsible for ensuring system security, and for providing for any virus protection or spy-ware prevention software or maintenance.
3. Participant is responsible for any necessary hardware or software upgrades to prepare a system that meets the minimum requirements, and for any upgrades or patches required to maintain the hardware or related software.
4. Participant is responsible for any costs associated with any failure of the Participants computer hardware or associated network infrastructure, regardless of cause.
5. No Treasury staff or agent for the Treasury shall contact Participant via phone or E-mail requesting user ID's, passwords or electronic certificates provided to Participant by Treasury for On-line access. If Participant is contacted by anyone representing themselves to be such and requesting this information, Participant agrees to contact the Treasury immediately.

VIII. Responsibility of Treasury.

1. During hours of support availability, Treasury agrees to provide Participants with access to Treasury support personnel to consult with, and advise the Participant with respect to the performance of the On-line system, improved Participant utilization of the On-line system and problems encountered by Participant in utilizing the On-line system. Such support will be provided over the phone or via E-Mail. Treasury will not provide support on Participant's hardware, operating systems, networking, or 3rd party software systems. Support will only be provided to the Participant's POCs.

2. Treasury shall make a best effort to correct any software problems, provide product updates, or develop reasonable alternative solutions to identified problems. Treasury shall have no obligation, however, to provide support, including but not limited to installation, maintenance, debugging and improvements, except as Treasury at its sole discretion shall determine to be reasonable.
 3. The Treasury may, at its own discretion provide Participant computer support services greater than what is specified in this agreement. The Treasury providing such support does not create any responsibility for Treasury to continue to provide additional support in any future instance.
 4. Treasury shall make every effort to ensure the confidentiality of any Participant information provided to it in relation to this Agreement or support provided under this Agreement. Treasury agrees not to disclose any confidential information, of which it directly or indirectly becomes aware during the providing of support to Participant, except as required by law.
- IX. Except as otherwise provided in this Agreement, Treasury provides no expressed or implied warranties, including any implied warranties of merchantability and fitness for a particular purpose for any computer related support or services it provides to Participant. All support services provided by Treasury to Participant are advisory only. Participant agrees to hold Treasury harmless for any liability created by action or inaction taken by Participant or Participant staff or agent, whether in agreement with or contrary to the advice of Treasury support staff.
- X. This agreement shall be governed by the laws of the State of Arizona.

Signed this _____ day of _____, _____.

Participant

